

**JUNE 2019**

## CALGARY

### ECAT

Employee & Client Assistance Team

**403-819-0583**

Phones do not accept text messages– staff need to call ECAT.

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### **TIME SHEET HAND-IN**

- **June 17<sup>th</sup> 2019**– For all shifts worked between June 1<sup>st</sup> and June 15<sup>th</sup>.
- **July 2<sup>nd</sup> 2019**–For all shifts worked between June 16<sup>th</sup> and June 30<sup>th</sup>

### **UPCOMING:**

- **HEALTH AND SAFETY MEETING**– June 13<sup>th</sup> 2019 at 1:30 PM
- **RPAC MEETING**– June 26<sup>th</sup> 2019 at 10:30AM

# ICE PAGE

## **Making it Happen!– Supporting Social Inclusion**

### **Daniel**

Daniel started services with Calgary ICE in April 2004. He lives in the Albert Park home with his peer roommate. Daniel is a very kind and caring man who enjoys bowling, going for walks, exercising and playing on his tablet. Daniel is an avid recycler and he loves to keep his home neat and tidy. He has several unique collections and a wonderful sense of humor. Daniel is also a true gentleman, always opening doors for others and being courteous.

Daniel struggles to try new things; however his long term staff was able to help motivate him to try exercising at a new place and soon he was working out at the Genesis Centre in north Calgary. Daniel found it to be great fun with lots of welcoming people. Shortly after starting, he felt so comfortable working out there Daniel felt he needed to do something more. He thought about his options and soon decided to apply to become a volunteer!

Daniel was quickly accepted into their volunteer program and started volunteering in January 2016. Every Wednesday finds Daniel cleaning the equipment in the gym. Daniel takes great pride in his work and in himself for helping others; he has come to really enjoy his position. With the assistance of his staff and Daniel's dedication, he has been able to consistently maintain his role as volunteer. Daniel's staff provides Daniel with encouragement and praise which assists him to stay motivated and focused. Daniel also benefits from the social aspect of his job, meeting new people and developing friendships.

We are very happy to have Daniel as part of ICE!



### **Employee Spotlight**



**Richard Sabiteka**

Richard has been an employee with ICE since March 2011. He has held a variety of different positions with several clients. He is now the Team Leader of our Albert Park home and is Daniel's key worker. Richard assists Daniel in achieving his goals and truly wants the very best for Daniel.

Thank you Richard for all of your hard work and dedication to your clients.

### **Referral Incentive Recipient**

**Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!**



**Opeoluwa F.**

## Policy Update

### 3.5.2 WORKER RIGHT TO REFUSE DANGEROUS WORK AND ASSIGNMENT OF HEALTH AND SAFETY RESPONSIBILITIES

*(Sections of 3.5.2 are included here. Please refer to the Policy Manual for the complete policy.)*

#### A. Workers have the following rights:

1. Right to know
2. Right to participate
3. Right to refuse dangerous work

A worker may refuse to work or to do particular work at a work site if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person. Workers are required to protect themselves and others at or in the vicinity of the work site.

#### B. Refusal procedure:

1. The worker will promptly report the refusal and the reasons for the refusal to the supervisor or I.C.E. designate.
2. If possible, the supervisor or I.C.E. designate will remedy the issue immediately. If the supervisor/designate does not remedy the dangerous condition immediately, the supervisor/designate shall immediately inspect the dangerous condition in the presence of the worker, when it is reasonably practicable to do so and when the presence of the worker does not create a danger to the health and safety of that worker or of any other person, and one of the following persons, when it is reasonably practicable to do so and when the presence of that person does not create a danger to the health and safety of that person or of any other person:
  - a. a joint work site health and safety committee co-chair or a committee member who represents workers; or
  - b. if there is no committee or representative, or where no committee member or representative is available, another worker selected by the worker refusing to do the work.
3. The supervisor/designate shall take any action necessary to remedy any dangerous condition, or ensure that such action is taken.
4. Until the dangerous condition is remedied, the worker who reported it may continue to refuse to work or to do particular work to which the dangerous condition may relate.
5. When a worker has refused to work or to do particular work, the supervisor/designate shall not request or assign another worker to do the work until the supervisor/designate has determined that the work

does not constitute a danger to the health and safety of any person or that a dangerous condition does not exist.

6. Where the supervisor/designate assigns another worker to do the work, the supervisor/designate shall advise that worker, in writing, of
  - a. the first worker's refusal,
  - b. the reasons for the refusal,
  - c. the reason why, in the opinion of the supervisor/designate, the work does not constitute a danger to the health and safety of any person or that a dangerous condition is not present, and
  - d. that worker's right to refuse to do dangerous work.
7. On completing an inspection the supervisor/designate shall prepare a written report of the refusal to work, the inspection and action taken, if any.
8. The supervisor/designate shall give a copy of the report to the worker who refused work and the joint work site health and safety committee.
9. The supervisor/designate shall ensure that the report does not contain any personal information related to the worker who refused to work.
10. If no resolution can be reached the situation can be referred to an OHS office to resolve the matter.

#### Protection of Workers

Workers are protected from discriminatory action based on the refusal to perform dangerous work; this includes action or threat of:

1. Disciplinary action such as suspension or termination
2. Demotion
3. Transfer
4. Wage reduction
5. Change in hours

Updated May 2019

### ICE Calgary Congratulates Long Term Employees

Staff	Years	Date
Bill Damer	24	June 7, 1995
Arjay Acero	4	June 4, 2015
Bhupinder Mann	4	June 19, 2015
Gideon Gatamba	4	June 22, 2015
Stephanie Miller	3	June 10, 2016
Vaishaliben Dave	3	June 23, 2016
Caroline Nganga	2	June 21, 2017

### ICE HAS A TD GROUP RSP PLAN!

**Refer to Policy 3.4.18 FUTUREBUILDER RSP If you are eligible, ICE will match your contributions!**

**To sign up, please contact:  
Independent Counselling Enterprises at : 780-453-9664**

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:  
<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:  
<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

## ICE THANK YOU CARD INCENTIVE WINNERS



Kendra F received a Thank You card from her supervisor for reporting a tripping hazard while in the community with her client. Kendra received a Nutri Ninja blender.

Thank you for your client support efforts!

## Training

### PET (Pre-Employment Training)

June 10-12, 2019  
9am - 5pm

### PBI (Proactive Behavioural Interventions)

June 13, 2019  
9am - 5pm

### Substance Abuse

June 19, 2019  
1pm - 4pm



## Other Thank You Cards

- ◆ **Hazeline A** received a thank you card from the ECAT supervisor for reporting a hazard in a home.
- ◆ **Harmanjeet K** received a thank you card for preventing a hazard by removing a cracked glass from the home.
- ◆ **Joanne H** received a thank you card from her supervisor for reporting a serious health and safety concern and ensuring correct follow up.
- ◆ **Tanya D** received a thank you card from her manager for follow up with Crystal Glass to get a window replaced in the home. **Tanya D** received a second thank you card from her supervisor for preventing a hazard by replacing a bath mat in the home.
- ◆ **Jennifer F** received a thank you card from her supervisor for assisting her client searching for and finding several new volunteer positions.
- ◆ **Nova Lee B** received a thank you card for taking on additional hours with her client.
- ◆ **Richlyn B** received a thank you card from her supervisor for reporting unsafe condition in the community and taking steps to ensure both her and the client's safety.
- ◆ **Kendra F** received a thank you card from her supervisor for assisting her client to adjust to independent living. Your assistance is the reason for her success.
- ◆ **Sherry R** received two thank you cards from her supervisor for consistently supporting her client to make healthier life style choices and for removing a hazard from her client's home safely.
- ◆ **Judith O** received a thank you card from her supervisor for adjusting her schedule to meet a client's needs while covering a vacation for a co-worker.
- ◆ **Shelly R** received a thank you card from her supervisor for advocating and supporting her client in obtaining a new volunteer position.
- ◆ **Emily P** received a thank you card from her supervisor for providing support for 2 new clients.

## Looking for Answers? Below are some online links you may find of assistance:

<a href="https://www.canada.ca/en/health-canada.html">https://www.canada.ca/en/health-canada.html</a>	Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks.
<a href="https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957">https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957</a>	Linking Albertans to a wide range of health information and service options.
<a href="https://work.alberta.ca/occupational-health-safety.html">https://work.alberta.ca/occupational-health-safety.html</a> <a href="https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws">https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws</a> <a href="https://work.alberta.ca/occupational-health-safety/resources.html">https://work.alberta.ca/occupational-health-safety/resources.html</a>	Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options



## **Health and Safety Meeting Minutes**

**May 1, 2019**

**(Minutes edited for publication)**

### **3.0 Standing Items**

3.1 Review of 'Regional Health and Safety Meeting Minutes Review other region's minutes especially sections 3.2 and 3.3.

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Incident Investigations for Injury, Health and Property Damage.

### **Edmonton – April 3, 2019 Meeting Minutes:**

#### **March 6, 2019:**

Client received personal money and became fixated on purchasing alcohol and cannabis after getting recent bad news that his mother's health condition was terminal. Staff redirected and followed positive approaches, but despite staff's best efforts, the client purchased a 6 pack of beer and consumed it in a relatively short period of time. The client then wanted cannabis and got upset when he was reminded of the impact of alcohol and continued use of additional substances. He became angry and broke his television and two windows in his bedroom. EMS and EPS were called and client was taken to a hospital to be assessed by a psychiatrist overnight. Follow up included; the client was prescribed a PRN medication. The window was boarded and the home cleaned and ensured to be safe, including all broken items and glass removed. The client was relocated to a second bedroom.

**Incident Investigation completed.**

**Recommendations:** Client to receive counselling.

**Additional Recommendations:** It is recommended to train staff on addictions and harm reduction. It is also recommended for staff to explore grievance counseling for client as well as reach out to office Manager/Coordinator when positive approaches have been utilized and exhausted.

#### **March 7, 2019 :**

Client was awake much of the night agitated and yelling into the morning. Client then attempted to grab his roommate's wallet. Staff tried to redirect the client and help the roommate get away from the client. The client then became aggressive towards staff and punched the staff in the face. Staff was able to get the roommate away and give the client some space. Recommendations completed include: Review Risk Assessment, Positive Approaches and High-risk Supervision (2.4.3) with all staff; notified client's psychiatrist; critical debriefing with the staff..

**Incident Investigation to be completed.**

**Recommendations:** If client is sleep deprived, considering cancelling day program and limiting interaction.

**Additional Recommendations:** Staff should call emergency services immediately. It is also recommended that the client's support level/model be reviewed.

#### **March 11, 2019**

Client stated that he wanted to visit a friend from out of town. When his manager asked the individual's name or how he knew the individual, the client was not able to provide the information. He simply stated that he and the friend were wanting to go to dispensary together to purchase medical marijuana. The manager advised the client that due to his budgetary restraints (as per March 6<sup>th</sup> incident), a visit wasn't possible, but could be arranged for the following day if his friend was still in town. The client got upset and punched holes in his closet door. Recommended follow up included: CR Manager met with client and discussed his actions and consequences, staff retrained regarding emotional regulation techniques used with client; PRN Protocol Training regarding when client having anxiety. Client was prescribed medical marijuana the following day.

**Incident Investigation to be completed.**

**Recommendations:** Client to receive counselling.

**Additional Recommendations:** It is recommended to explore behavioral psychology supports for client (i.e.: anger management). It is recommended to train staff on addictions and harm reduction. It is also recommended for staff to explore grievance counseling for client as well as reach out to office Manager/Coordinator when positive approaches have been utilized and exhausted.

### **March 21, 2019**

Staff was taking groceries out of the car on the road and slipped, causing cut to face below eye and lip. First aid administered. CI Recommendations included putting safety salt on the sidewalk and "walking like a penguin."

**Incident Investigation to be completed.**

**Recommendations:** Have ice grips available in the program and ensure that staff wearing them when on community outings.

**Additional Recommendations:** Supports to notify building management of hazard to ensure parking lot is maintained appropriately.

### **South – April 2, 2019 Meeting Minutes:**

#### **March 20, 2019**

A client was on the phone with a friend; during the call the client was making racially inappropriate comments about the staff. After the client got off of the phone the staff confronted the client about the remarks. The client became upset and walked towards the staff with a butter knife threatening to hurt them. The police were called.

**Incident Investigation Complete**

**Recommendations:** Staff not to confront the client about inappropriate remarks until they are in a more receptive frame of mind; wait until the client is calm. Contact ECAT or the supervisor of the program to address the clients remarks instead of getting into a power struggle. Staff to review client's Positive Approaches and Risk Assessment. Staff to review PBI/CPI techniques. Continued RPAC involvement for the client.

**Additional Recommendations:** No additional recommendations.

### **March 24, 2019**

A client asked staff to look at their MAR sheet before taking their medications. Staff refused the request. The client became upset and threw water from their cup up into the air.

**Incident Investigation Complete**

**Recommendations:** Staff reminded not to get into a power struggle with clients. Review of client's Positive Approaches and Risk Assessment as well as a review of PBI/ CPI techniques with the staff. Continued RPAC involvement for the client.

**Additional Recommendations:** No additional recommendations.

### **March 25, 2019**

While driving in a mall parking lot, staff was stopped at a stop sign waiting to make a left-hand turn. Another driver rolled into the back of staff's vehicle. Staff and the other driver got out and could not see any damage to either vehicle. However, the other driver mentioned that his feet were numb and that is why he didn't stop in time. Staff called to report this information to the police.

**Incident Investigation to be Completed**

**Recommendations:** ICE staff was not at fault in this incident. Staff was thanked for letting the police know of the possibility of the other driver operating a vehicle when they should not have been.

**Additional Recommendations:** No additional recommendations.

### **Northwest – April 2, 2019 Meeting Minutes:**

#### **March 15, 2019**

Staff was backing out of a parking space leaving the office. While watching to ensure they did not back into the vehicle located behind them staff made a sharp turn and hit the vehicle beside him. No injuries to clients or staff.

**Incident Investigation to be completed.**

**Recommendations:** Review with staff HACD for Driving, including doing a complete walk around of vehicle and being aware of other vehicles. Review Policy 2.4.5 Use of Staff Vehicles with staff.

**Additional Recommendations:** Staff to pay close attention to their surroundings.

#### March 21, 2019

Client had an agitation in the community and upon returning home became upset again over wanting his roommate's tablet. Client began pushing items around the kitchen, a chair tipped over and landed on staff's foot.

**Incident Investigation to be completed.**

**Additional Recommendations:** Staff to ensure safe distance when client portrays signs of agitation. It is also recommended for staff to seek further assistance if necessary (i.e.: office/911). Explore obtaining tablet for client.

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)

#### Edmonton – April 3, 2019 Meeting Minutes:

##### March 20, 2019

Staff was taking chicken out of the oven and the smoke alarm went off. Staff turned the hood fan on high and staff and clients evacuated the building.

**Recommendations:** Take the skin off the chicken prior to cooking. Ensure that the oven is clean and staff is using a proper oven pan and putting tinfoil on the bottom of the oven rack to prevent grease from dripping.

**Additional Recommendations:** Avoid leaving food unattended; check in frequently. Review alternative methods of cooking chicken (i.e.: stovetop or cooking brining bags).

##### March 26, 2019

Staff attempted to use a hoist lift to complete a client transfer, however, the Hoist lift wasn't working. Staff thought it wasn't charged. As client was upset and crying as she wanted to go to bed, staff did a one person lift onto the bed. Staff wasn't aware that Hoist lift needed to be unplugged.

**Incident Investigation completed.**

**Recommendations:** Manager will create a trouble shooting sheet which includes step by step instructions and to review with staff phoning ECAT if experiencing difficulties.

**Additional Recommendations:** Ensure inspections are being completed as identified in the client's guideline or plan (i.e.: prior to use). Remind staff to avoid completing a one-person transfer/lift. It is recommended that staff be trained by an occupational therapist for proper lifts/transfers and review the client's AT-EI or plan.

##### March 27, 2019

After a number of requests from the client to the staff, client hit staff in the face. Staff was able to calm the client down with no further incident. Reviewed Risk Assessment and Positive Approaches with staff. Staff talked with client about not to hit/harm others. Client agreed.

**Incident Investigation to be completed.**

**Recommendations:** Continue with RPAC Involvement.

**Additional Recommendations:** Staff to ensure to remain a safe distance if signs of agitation are present.

#### South – April 2, 2019 Meeting Minutes:

No near miss incidents to report.

#### Northwest – April 2, 2019 Meeting Minutes:

No near miss incidents to report.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:

#### April 15, 2019

Staff and client were at the gym utilizing the "Stair Master." Staff misplaced their foot to the edge of the stair and fell backwards onto their back and right hand.

**Incident Investigation was completed.**

**Recommendations:** Management asked staff to avoid utilizing gym equipment in the future as client is able to complete these activities on their own with their trainer.

3.3 Evaluation of near miss investigations.

No near miss incidents to report.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved

None for April.

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type

None for April.

3.5 COR Audit Review- Health and Safety Committee reviewed element 1 on COR action plan 2018.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed)

The Health and Safety Committee continued to draft the vaping and cannabis information sheets and discussed the risks that could be added to the HACD.

3.7 Policy review: **2.4.3 High-Risk Supervision**

#### **Other Business**

- New Health and Safety Binders (Part 1 & 2) have been completed. Binders will be ready to be distributed next week
- Hurt at Work packages have been updated and distributed to all homes as well to reception.
- Health and Safety Committee training updates: All health and safety committee member workers completed workplace inspections training and incident investigations training on May 2, 2019. Newest member of HSC (Rosalind) will complete CCOHS Part One Webinar certification by next health and safety committee meeting.
- ICE pages suggestions: Barbeque safety

**NEXT MEETING DATE: June 13, 2019 @ 1:00 p.m.**

## **HURT AT WORK?**

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager**. In the event of an injury the employee will follow all agency policies and procedures.

**While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties.**





## What is Stress?

Stress is a normal response to situational pressures or demands, especially if they are perceived as threatening or dangerous. Stress is the result of brain chemicals, called hormones, surging through the body. These hormones make people sweat, breathe quicker, tense their muscles and prepare to take action. When this happens, a person's built-in alarm system—their “fight-or-flight” response—becomes activated to protect them.

A certain amount of stress is a normal part of daily life. Small doses of stress help people meet deadlines, be prepared for presentations, be productive and arrive on time for important events. However, long-term stress can become harmful. When stress becomes overwhelming and prolonged, the risks for mental health problems and medical problems increase.

Long-term stress increases the risk of mental health problems such as anxiety and depression, substance use problems, sleep problems, pain and bodily complaints such as muscle tension. It also increases the risk of medical problems such as headaches, gastrointestinal problems, a weakened immune system, difficulty conceiving, high blood pressure, cardiovascular disease and stroke.

## Avoid stress when you can

Try these strategies to steer clear of your stress at work:

- **Know what's expected of you.** If you feel like you're never sure you're doing enough, ask your supervisor to clarify your tasks.
- **Get organized.** If you're organized at home and work, you can manage the morning rush, arrive at work on time and start your day in a more relaxed way. If your work space is neat, you'll find what you need when you need it.
- **Manage your time, set priorities and recognize your limits.** You can use time management skills to stay on top of your to-do list. But you also need to know how much you can do in the available time. Identify your priority tasks. Do those first. If you're weighed down by too many tasks, ask your supervisor to help you set priorities.
- **Maintain your focus.** Some studies suggest that multi-tasking makes most people less, rather than more, efficient. Try doing one thing at a time and see if you feel calmer and more in control. Find out if staying away from distractions like office gossip and squabbles lowers your stress level.
- **Discuss your workload with your supervisor.** Outline what you feel you can reasonably handle and suggest options for getting the rest of the work done. Learn how to say “no” when another assignment will overwhelm your ability to control your work life.
- **Share the workload when you need to.** Asking for help isn't a sign of weakness. It means you're a concerned worker who wants to get the work done on time.
- **Let go of the need to be perfect.** Recognize that no one can do everything perfectly all the time. Recognize your strengths as well as your limits and avoid comparing yourself to others.

## Get better at handling stress

Try these strategies to cope with workplace stress you can't avoid:

- **Take regular breaks from your work during the day.** For example, stand up and stretch, take a break to breathe deeply or have a brief chat with a co-worker. Alternate stressful and less stressful tasks. Get away at break time. For example, take a walk instead of eating lunch at your work station.
- **Focus on the positive.** Think positively about the people, the work space, the atmosphere, the work itself, and the type of organization or the prospects for promotion or self-improvement.
- **Practise positive self-talk.** Rephrase negative thoughts in positive ways. For example, say
  - ◇ “I succeed at many things” instead of “I'm a failure.”
  - ◇ “I'm doing my best to prepare” instead of “I will never be ready in time.”
  - ◇ “I handle myself with confidence” instead of “I'm going to fall apart.”
- **Picture yourself coping well with stressful situations.** Many athletes use this method, called visioning or imaging, to prepare for games or races.
- **Use proven methods to reduce your stress.** You may want to try progressive relaxation, positive visualization, yoga or mindfulness meditation to manage your stress.
- **Seek fulfillment outside your work.** Build resistance to stress by taking part in other interests and activities that energize you.
- **Maintain a balanced lifestyle.** See if you feel less stress when you share time with family and friends, get enough rest, eat well, exercise regularly, contribute to the community and enjoy leisure activities.

## Enjoy the payoff when you cope with stress

Too much workplace stress affects your job performance. Know the stresses you face in your workplace. Learn how to cope with them. Then you'll have more energy, feel more confident and enjoy your hours at work a whole lot more.